

2021

# member UPDATE

**Thank you for allowing us the opportunity to serve your health care needs. Please don't hesitate to contact our Member Services department if there is anything we can do to make your membership with Western Health Advantage more valuable to you or your family.**

This is a notification of changes and updates to your plan documentation, including the Combined Evidence of Coverage and Disclosure Form (EOC/DF). The EOC/DF specific to your plan is available by logging in at [mywha.org](http://mywha.org), calling our Member Services department at 888.563.2250 or 888.877.5378 TTY (Monday – Friday, 8 a.m. to 6 p.m.) or by requesting a copy from your employer.

**Please note these important changes for 2021.**

- Access to 24/7 urgent care through Teladoc®
- New diabetes reversal program from Virta Health for eligible members

**Your 2021 EOC/DF includes changes as described below.**

- Amendment to Transition of Care and Continuity of Care for Maternal Mental Health Benefits
- Amendment to Principal Exclusions and Limitations
- Amendment to Financial Considerations to clarify Telehealth/Virtual Visits and Air Ambulance Services
- Clarification of Third Party Responsibility – Subrogation
- Amendment to add Definition of Primary Workplace
- Amendment to Preventive Services Covered Without Cost-Sharing (Appendix A)